

SoonerCare Pharmacy Update

Pharmacy Help Desk Telephone Numbers 405-522-6205 option 4 or 800-522-0114 option 4
Service Hours: Monday – Friday (8:30a – 7:00p); Saturday (9:00a – 5:00p); Sunday (11:00a – 5:00p)
Email: pharmacy@okhca.org OHCA Website: www.okhca.org

March 22, 2006

Dear Pharmacy Provider,

****Beginning April 2006**** - The Oklahoma Health Care Authority has redesigned the Medical Benefits Identification Card that is issued to members. OHCA will issue the new cards to first-time enrollees and to current members needing replacement cards. **We will not replace every member's card.** Current members who do not need replacement cards will continue to use their existing ID card. Below is an example of [both cards](#).

REMEMBER - These cards identify our members but do not guarantee eligibility or payment for services. Providers should verify coverage each time services are provided. To confirm eligibility, [submit a pharmacy claim](#), call nationwide toll free 1-800-767-3949; Oklahoma City Metro (405) 840-0650 or access our secure Web site at www.okhca.org.

Current ID Card	NEW ID Card
<p>Front</p>  <p>CARD ISSUE DATE: 11/08/2001</p> <p>CLIENT ID 123456789</p> <p>LAST FIRST M</p> <p>BIN: 012345</p>	<p>Front</p>  <p>ID 123456789</p> <p>FIRST M. LAST</p>
<p>Back</p> <p>www.okhca.state.ok.us</p>  <p>EMERGENCY SERVICES - Call 911 or go to the nearest emergency room. Call your doctor or medical provider as soon as possible. Do not use the Emergency Room for urgent care. Urgent care is when you get sick or hurt and there is no immediate danger. Call your medical provider for urgent care.</p> <p>MEMBERS - For questions about Medicaid or SoonerCare, call the SoonerCare Helpline 1-800-987-7767; Nurse Advice Line 1-800-530-3002. TDD Line: 1-800-757-5979</p> <p>NOTICE TO PROVIDERS - Possession of this card does not guarantee eligibility. To confirm eligibility call Nationwide Toll-free - 1-800-767-3949; Oklahoma City Metro - (405) 840-0650.</p>	<p>Back</p>  <p>EMERGENCY SERVICES Call 911 or go to the nearest emergency room. Call your doctor or medical provider as soon as possible. Do not use the Emergency Room for urgent care. Urgent care is when you get sick or hurt and there is no immediate danger. Call your medical provider for urgent care. Only claims from OHCA contracted providers will be considered for payment.</p> <p>PROVIDERS This card does not guarantee eligibility or payment for services. To confirm eligibility call nationwide toll-free - 1-800-767-3949; Oklahoma City Metro - (405) 840-0650 or access our secure Web site at: www.okhca.org. All other provider inquiries call 1-800-522-0114 or (405) 522-6205.</p> <p>MEMBERS For more information, call the SoonerCare Helpline 1-800-987-7767. For TDD Line, call 1-800-757-5979. For the Patient Advice Line, call 1-800-530-3002.</p>

Thank you for your continued service to Oklahoma's SoonerCare Members.